



HUMAN RESOURCES, Texas Commission on Fire Protection
Mailing Address: PO Box 2286, Austin Texas 78768-2286
Telephone: (512) 936-3841 • Confidential Fax: (512) 936-3814

JOB ANNOUNCEMENT

Program Specialist I		GROUP/STEP B/17	JOB NO. 20180601
APPLICATION DATES:	June 1, 2018 – Until filled	MONTHLY SALARY:	\$2,834 – 3,167.00
LOCATION:	Austin, Texas	TRAVEL:	Less than 5%

JOB SUMMARY

Performs detailed program support functions, such as customer service and administrative tasks; and technical functions, such as processing testing and examiner applications, and scheduling and grading exams. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS

- Communicates with the public in person, by telephone, by e-mail or regular correspondence, by fax, or over the internet. Responds to customer inquiries and maintains customer accounts according to specific guidelines and procedures. Relays information regarding agency rules and regulations for fire service training and testing issues.
- Receives and processes applications and payments for state services. Routes information to appropriate personnel, and files associated paperwork. Verifies the accuracy of information entered into specialized database. Processes training and testing requests, prepares related materials and documentation, and distributes it accordingly. Creates and maintains activity logs, files, and reports.
- Works in concert with other division staff to perform technical functions such as processing testing and examiner applications, and scheduling and grading exams.
- Collaborates with other agency teams and individuals on varied projects. Plans, coordinates and completes other duties as assigned.

MINIMUM QUALIFICATIONS

- Two years full-time experience in customer service, clerical or administrative support work.
- Knowledge of office practices and administrative procedures.
- Skill in the use of standard office equipment and software to compile and maintain records and files.
- Ability to communicate and interact effectively with members of the public, respond to public inquiries in a timely manner, implement administrative procedures, and interpret rules, regulations, policies, and procedures.
- Professional demeanor and work ethic.

PREFERRED QUALIFICATIONS

Bachelor's degree. Experience and education may be substituted for one another. Proficiency in the use of Microsoft Office Suite, specifically Outlook, Word, and Access database management is preferred. Experience working with a state agency or responding timely to public inquiries.

KNOWLEDGE, SKILLS AND ABILITIES

Candidates must have effective oral and written communication skills. Selected candidate must pass a background check. Regular and punctual attendance is required.

APPLICATION INSTRUCTIONS

For this position, the following materials are required. Please submit them via email to [TCFP Human Resources](#) or via US mail to the mailing address listed above:

- 1) Letter of interest
- 2) Completed [State of Texas Job Application](#)

Military Crosswalk information can be accessed at: [Military Crosswalk](#)

The Texas Commission on Fire Protection is an Equal Opportunity Employer

The Texas Commission on Fire Protection does not discriminate on the basis of race, color, age, national origin, sex, religion or disability. Applicants from underrepresented groups are encouraged to apply. Form DD-214 is required for all applicants declaring veteran status. Your application for employment with this agency may subject you to a criminal background check. *Please Note:* Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Thank you for considering employment with the Texas Commission on Fire Protection.